

Enterprise Incident Report March 2012

As of 4/2/2012

Tax Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Tax Commission	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Capitol Desktop Support	Paul Ross	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	James Stearns	0 0	1 1	0 0	1 1
		Julie VanBeekum	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	3 3	0 0	3 3
	Metro B Desktop Support	Anthony Booyse	0 0	16 0	0 0	16 0

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Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Metro B Desktop Support	Bill Crowther	0 0	5 0	0 0	5 0
		Cindy Reed	0 0	12 0	0 0	12 0
		Jay Locker	0 0	11 0	0 0	11 0
		Ken Bolkcom	0 0	30 0	1 0	31 0
		Matthew Blunk	0 0	1 0	0 0	1 0
		Michael Barth	0 0	8 0	0 0	8 0
		Peter Musser	0 0	3 1	0 0	3 1
		Sean Chadbourne	0 0	31 1	0 0	31 1
		Tyler Pearce	0 0	16 0	0 0	16 0
		Wayne Higgs	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	141 2	1 0	142 2
	Metro B Help Desk	Gavin Barney	1 1	238 235	0 0	239 236
		Torri Randa	0 0	217 208	1 0	218 208
		Assigned to Individual Total	1 1	455 443	1 0	457 444

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Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Metro B Hosting	Paul Engbersen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Network Operations	Brant Davis	0 0	1 0	0 0	1 0
		Brian Chatwin	0 0	2 0	1 0	3 0
		Dave Bodily	0 0	4 0	0 0	4 0
		J. L. Flack	0 0	0 0	1 0	1 0
		Robert Ryan	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	10 0	2 0	12 0
	Operations Production Control	Cal Brinton	0 0	1 1	0 0	1 1
		Christie Burnham	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Ron LeBaron	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

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Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Rural North Desktop Support	Ruston McKay	0	3	0	3
			0	3	0	3
		Assigned to Individual Total	0	3	0	3
			0	3	0	3
	Rural South Desktop Support	Meladye Shively	0	1	0	1
			0	0	0	0
		Ryan Bennett	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Security	Bart Grant	0	1	0	1
			0	0	0	0
		Sharon Smith	1	1	0	2
			0	0	0	0
		Assigned to Individual Total	1	2	0	3
			0	0	0	0
	Strategic Communications	Dennis Rogers	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice Operations	Gail Christiansen	0	3	0	3
			0	0	0	0
		Kelly Johnson	0	5	0	5
			0	0	0	0
		Romanza Hamblin Sorensen	0	8	0	8
			0	6	0	6
		Assigned to Individual Total	0	16	0	16
			0	6	0	6

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Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Voice/Data/WAN Services	Art Scott	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	7 0	0 0	7 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	12 0	0 0	12 0
	Assigned Group Total		2 1	655 461	4 0	661 462
Customer Company Total			2 1	655 461	4 0	661 462

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As of 4/2/2012

Tax Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Tax Commission	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Capitol Desktop Support	Paul Ross	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro B Desktop Support	Anthony Booyse	0 0	16 0	0 0	16 0

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Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Metro B Desktop Support	Bill Crowther	0 0	5 0	0 0	5 0
		Cindy Reed	0 0	12 0	0 0	12 0
		Jay Locker	0 0	11 0	0 0	11 0
		Ken Bolkcom	0 0	30 0	1 0	31 0
		Matthew Blunk	0 0	1 0	0 0	1 0
		Michael Barth	0 0	8 0	0 0	8 0
		Peter Musser	0 0	3 0	0 0	3 0
		Sean Chadbourne	0 0	31 0	0 0	31 0
		Tyler Pearce	0 0	16 0	0 0	16 0
		Wayne Higgs	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	141 0	1 0	142 0
	Metro B Help Desk	Gavin Barney	1 0	238 0	0 0	239 0
		Torri Randa	0 0	217 0	1 0	218 0
		Assigned to Individual Total	1 0	455 0	1 0	457 0

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Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Metro B Hosting	Paul Engberson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Network Operations	Brant Davis	0 0	1 0	0 0	1 0
		Brian Chatwin	0 0	2 0	1 0	3 0
		Dave Bodily	0 0	4 0	0 0	4 0
		J. L. Flack	0 0	0 0	1 0	1 0
		Robert Ryan	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	10 1	2 0	12 1
	Operations Production Control	Cal Brinton	0 0	1 0	0 0	1 0
		Christie Burnham	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Ron LeBaron	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

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As of 4/2/2012

Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Rural North Desktop Support	Ruston McKay	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Rural South Desktop Support	Meladye Shively	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Security	Bart Grant	0 0	1 0	0 0	1 0
		Sharon Smith	1 0	1 0	0 0	2 0
		Assigned to Individual Total	1 0	2 0	0 0	3 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0
		Kelly Johnson	0 0	5 0	0 0	5 0
		Romanza Hamblin Sorensen	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	16 0	0 0	16 0

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Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Voice/Data/WAN Services	Art Scott	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	7 0	0 0	7 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	12 0	0 0	12 0
	Assigned Group Total		2 0	655 2	4 0	661 2
Customer Company Total			2 0	655 2	4 0	661 2

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As of 4/2/2012

Tax Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Tax Commission	Application Services	Danielle Hood	0 0.00	1 0.00	0 0.00	1 0.00
		Martin Gonzalez	0 0.00	1 1.36	0 0.00	1 1.36
		Paul Lundell	0 0.00	1 0.33	0 0.00	1 0.33
		Tony Larsen	0 0.00	1 0.50	0 0.00	1 0.50
		Assigned to Individual Total	0 0.00	4 0.54	0 0.00	4 0.54
	Capitol Desktop Support	Paul Ross	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Help Desk	James Stearns	0 0.00	1 0.20	0 0.00	1 0.20
		Julie VanBeekum	0 0.00	2 0.37	0 0.00	2 0.37
		Assigned to Individual Total	0 0.00	3 0.31	0 0.00	3 0.31
	Metro B Desktop Support	Anthony Booyse	0 0.00	16 0.16	0 0.00	16 0.16

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Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Metro B Desktop Support	Bill Crowther	0 0.00	5 0.15	0 0.00	5 0.15
		Cindy Reed	0 0.00	12 0.07	0 0.00	12 0.07
		Jay Locker	0 0.00	11 0.08	0 0.00	11 0.08
		Ken Bolkcom	0 0.00	30 0.08	1 0.09	31 0.08
		Matthew Blunk	0 0.00	1 0.00	0 0.00	1 0.00
		Michael Barth	0 0.00	8 0.07	0 0.00	8 0.07
		Peter Musser	0 0.00	3 0.02	0 0.00	3 0.02
		Sean Chadbourne	0 0.00	31 0.06	0 0.00	31 0.06
		Tyler Pearce	0 0.00	16 0.14	0 0.00	16 0.14
		Wayne Higgs	0 0.00	8 0.10	0 0.00	8 0.10
		Assigned to Individual Total	0 0.00	141 0.09	1 0.09	142 0.09
	Metro B Help Desk	Gavin Barney	1 0.00	238 0.00	0 0.00	239 0.00
		Torri Randa	0 0.00	217 0.00	1 0.00	218 0.00
		Assigned to Individual Total	1 0.00	455 0.00	1 0.00	457 0.00

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Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Metro B Hosting	Paul Engberson	0 0.00	1 0.46	0 0.00	1 0.46
		Assigned to Individual Total	0 0.00	1 0.46	0 0.00	1 0.46
	Network Operations	Brant Davis	0 0.00	1 0.09	0 0.00	1 0.09
		Brian Chatwin	0 0.00	2 0.28	1 0.18	3 0.24
		Dave Bodily	0 0.00	4 0.17	0 0.00	4 0.17
		J. L. Flack	0 0.00	0 0.00	1 0.13	1 0.13
		Robert Ryan	0 0.00	3 0.54	0 0.00	3 0.54
		Assigned to Individual Total	0 0.00	10 0.29	2 0.15	12 0.27
	Operations Production Control	Cal Brinton	0 0.00	1 0.00	0 0.00	1 0.00
		Christie Burnham	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 0.09	0 0.00	1 0.09
		Ron LeBaron	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.05	0 0.00	2 0.05

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Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Rural North Desktop Support	Ruston McKay	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Rural South Desktop Support	Meladye Shively	0 0.00	1 0.25	0 0.00	1 0.25
		Ryan Bennett	0 0.00	1 0.14	0 0.00	1 0.14
		Assigned to Individual Total	0 0.00	2 0.19	0 0.00	2 0.19
	Security	Bart Grant	0 0.00	1 0.25	0 0.00	1 0.25
		Sharon Smith	1 0.00	1 0.12	0 0.00	2 0.06
		Assigned to Individual Total	1 0.00	2 0.19	0 0.00	3 0.12
	Strategic Communications	Dennis Rogers	0 0.00	1 0.10	0 0.00	1 0.10
		Assigned to Individual Total	0 0.00	1 0.10	0 0.00	1 0.10
	Voice Operations	Gail Christiansen	0 0.00	3 0.12	0 0.00	3 0.12
		Kelly Johnson	0 0.00	5 0.35	0 0.00	5 0.35
		Romanza Hamblin Sorensen	0 0.00	8 0.18	0 0.00	8 0.18
		Assigned to Individual Total	0 0.00	16 0.22	0 0.00	16 0.22

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Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Voice/Data/WAN Services	Art Scott	0 0.00	2 0.43	0 0.00	2 0.43
		Mike Johnson	0 0.00	7 0.27	0 0.00	7 0.27
		Spencer Blodgett	0 0.00	1 0.20	0 0.00	1 0.20
		T Artis	0 0.00	2 0.13	0 0.00	2 0.13
		Assigned to Individual Total	0 0.00	12 0.27	0 0.00	12 0.27
	Assigned Group Total		2 0.00	655 0.04	4 0.10	661 0.04
Customer Company Total			2 0.00	655 0.04	4 0.10	661 0.04

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Tax Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Tax Commission	Application Services	Danielle Hood	0 0	1 1	0 0	1 1
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Capitol Desktop Support	Paul Ross	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro B Desktop Support	Anthony Booyse	0 0	16 0	0 0	16 0

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Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Metro B Desktop Support	Bill Crowther	0 0	5 0	0 0	5 0
		Cindy Reed	0 0	12 0	0 0	12 0
		Jay Locker	0 0	11 1	0 0	11 1
		Ken Bolkcom	0 0	30 1	1 0	31 1
		Matthew Blunk	0 0	1 0	0 0	1 0
		Michael Barth	0 0	8 0	0 0	8 0
		Peter Musser	0 0	3 0	0 0	3 0
		Sean Chadbourne	0 0	31 1	0 0	31 1
		Tyler Pearce	0 0	16 0	0 0	16 0
		Wayne Higgs	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	141 3	1 0	142 3
	Metro B Help Desk	Gavin Barney	1 0	238 0	0 0	239 0
		Torri Randa	0 0	217 0	1 0	218 0
		Assigned to Individual Total	1 0	455 0	1 0	457 0

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Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Metro B Hosting	Paul Engberson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Network Operations	Brant Davis	0 0	1 0	0 0	1 0
		Brian Chatwin	0 0	2 0	1 0	3 0
		Dave Bodily	0 0	4 1	0 0	4 1
		J. L. Flack	0 0	0 0	1 0	1 0
		Robert Ryan	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	10 1	2 0	12 1
	Operations Production Control	Cal Brinton	0 0	1 0	0 0	1 0
		Christie Burnham	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Ron LeBaron	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

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Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Rural North Desktop Support	Ruston McKay	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Rural South Desktop Support	Meladye Shively	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Security	Bart Grant	0 0	1 0	0 0	1 0
		Sharon Smith	1 0	1 0	0 0	2 0
		Assigned to Individual Total	1 0	2 0	0 0	3 0
	Strategic Communications	Dennis Rogers	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0
		Kelly Johnson	0 0	5 0	0 0	5 0
		Romanza Hamblin Sorensen	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	16 0	0 0	16 0

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Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Voice/Data/WAN Services	Art Scott	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	7 0	0 0	7 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	12 0	0 0	12 0
	Assigned Group Total		2 0	655 6	4 0	661 6
Customer Company Total			2 0	655 6	4 0	661 6

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Tax Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Tax Commission	Application Services	Danielle Hood	0 0.00	1 8.58	0 0.00	1 8.58
		Martin Gonzalez	0 0.00	1 1.37	0 0.00	1 1.37
		Paul Lundell	0 0.00	1 0.68	0 0.00	1 0.68
		Tony Larsen	0 0.00	1 0.50	0 0.00	1 0.50
		Assigned to Individual Total	0 0.00	4 2.78	0 0.00	4 2.78
	Capitol Desktop Support	Paul Ross	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Help Desk	James Stearns	0 0.00	1 0.20	0 0.00	1 0.20
		Julie VanBeekum	0 0.00	2 0.49	0 0.00	2 0.49
		Assigned to Individual Total	0 0.00	3 0.39	0 0.00	3 0.39
	Metro B Desktop Support	Anthony Booyse	0 0.00	16 1.45	0 0.00	16 1.45

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Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Metro B Desktop Support	Bill Crowther	0 0.00	5 0.38	0 0.00	5 0.38
		Cindy Reed	0 0.00	12 0.49	0 0.00	12 0.49
		Jay Locker	0 0.00	11 2.78	0 0.00	11 2.78
		Ken Bolkcom	0 0.00	30 1.92	1 0.68	31 1.88
		Matthew Blunk	0 0.00	1 1.96	0 0.00	1 1.96
		Michael Barth	0 0.00	8 1.35	0 0.00	8 1.35
		Peter Musser	0 0.00	3 0.05	0 0.00	3 0.05
		Sean Chadbourne	0 0.00	31 0.72	0 0.00	31 0.72
		Tyler Pearce	0 0.00	16 0.88	0 0.00	16 0.88
		Wayne Higgs	0 0.00	8 0.63	0 0.00	8 0.63
		Assigned to Individual Total	0 0.00	141 1.23	1 0.68	142 1.23
	Metro B Help Desk	Gavin Barney	1 0.00	238 0.01	0 0.00	239 0.01
		Torri Randa	0 0.00	217 0.03	1 0.00	218 0.03
		Assigned to Individual Total	1 0.00	455 0.02	1 0.00	457 0.02

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Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Metro B Hosting	Paul Engberson	0 0.00	1 0.46	0 0.00	1 0.46
		Assigned to Individual Total	0 0.00	1 0.46	0 0.00	1 0.46
	Network Operations	Brant Davis	0 0.00	1 2.82	0 0.00	1 2.82
		Brian Chatwin	0 0.00	2 0.44	1 0.88	3 0.59
		Dave Bodily	0 0.00	4 2.27	0 0.00	4 2.27
		J. L. Flack	0 0.00	0 0.00	1 0.66	1 0.66
		Robert Ryan	0 0.00	3 0.82	0 0.00	3 0.82
		Assigned to Individual Total	0 0.00	10 1.53	2 0.77	12 1.40
	Operations Production Control	Cal Brinton	0 0.00	1 0.00	0 0.00	1 0.00
		Christie Burnham	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 2.68	0 0.00	1 2.68
		Ron LeBaron	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 2.68	0 0.00	2 2.68

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Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Rural North Desktop Support	Ruston McKay	0 0.00	3 0.92	0 0.00	3 0.92
		Assigned to Individual Total	0 0.00	3 0.92	0 0.00	3 0.92
	Rural South Desktop Support	Meladye Shively	0 0.00	1 0.25	0 0.00	1 0.25
		Ryan Bennett	0 0.00	1 0.53	0 0.00	1 0.53
		Assigned to Individual Total	0 0.00	2 0.39	0 0.00	2 0.39
	Security	Bart Grant	0 0.00	1 0.60	0 0.00	1 0.60
		Sharon Smith	1 0.62	1 0.12	0 0.00	2 0.37
		Assigned to Individual Total	1 0.62	2 0.36	0 0.00	3 0.45
	Strategic Communications	Dennis Rogers	0 0.00	1 41.46	0 0.00	1 41.46
		Assigned to Individual Total	0 0.00	1 41.46	0 0.00	1 41.46
	Voice Operations	Gail Christiansen	0 0.00	3 1.96	0 0.00	3 1.96
		Kelly Johnson	0 0.00	5 0.53	0 0.00	5 0.53
		Romanza Hamblin Sorensen	0 0.00	8 0.57	0 0.00	8 0.57
		Assigned to Individual Total	0 0.00	16 0.82	0 0.00	16 0.82

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			High	Low	Medium	ATTR Total
Tax Commission	Voice/Data/WAN Services	Art Scott	0 0.00	2 0.50	0 0.00	2 0.50
		Mike Johnson	0 0.00	7 0.79	0 0.00	7 0.79
		Spencer Blodgett	0 0.00	1 0.23	0 0.00	1 0.23
		T Artis	0 0.00	2 1.23	0 0.00	2 1.23
		Assigned to Individual Total	0 0.00	12 0.77	0 0.00	12 0.77
	Assigned Group Total		2 0.31	655 0.43	4 0.55	661 0.43
Customer Company Total			2 0.31	655 0.43	4 0.55	661 0.43

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Detail

INC000000456534	Scott Draper	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.50
	Application Services	Tony Larsen	Tax Commission	Low	Resolved	TTR Missed: No	0.50
INC000000463584	MV Loa	Network	Performance	None		TIR Missed: No	0.13
	Network Operations	J. L. Flack	Tax Commission	Medium	Closed	TTR Missed: No	0.66
INC000000465669	Shawn Seward	PC/Laptop	Hardware	None		TIR Missed: No	0.24
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.67
INC000000467770	Allen Maxson	PC/Laptop	Hardware	None		TIR Missed: No	0.03
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.03
INC000000469265	Lonnie Holt	EIS Hardware	Scanner	None		TIR Missed: No	0.10
	Strategic Communications	Dennis Rogers	Tax Commission	Low	Closed	TTR Missed: Yes	41.46
INC000000469722	Felicia Sandoval	Telecom	Hardware	Telephone		TIR Missed: No	0.20
	Voice/Data/WAN Services	Spencer Blodgett	Tax Commission	Low	Closed	TTR Missed: No	0.23
INC000000469729	Felicia Sandoval	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.15
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.94
INC000000470132	Kimberly Johnson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: Yes	6.03
INC000000470412	MV Moab	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.25
	Rural South Desktop Support	Meladye Shively	Tax Commission	Low	Closed	TTR Missed: No	0.25
INC000000470455	Kerry Chapman	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.04
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.73
INC000000470713	Susan Dansie	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000470715	Susan Dansie	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: Yes	6.34
INC000000470721	Julie Halvorson	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000470736	Bobbie Gavros	Server	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000470744	Joanne Phillips	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.05
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	5.94
INC000000470761	Cathy Maez	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000470768	John Miner	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000470829	MV Manti	Network	Performance	None		TIR Missed: No	0.18
	Network Operations	Brian Chatwin	Tax Commission	Medium	Closed	TTR Missed: No	0.88
INC000000470892	Paula Vanikiotis	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.77
	Voice/Data/WAN Services	Art Scott	Tax Commission	Low	Closed	TTR Missed: No	0.77
INC000000470900	Francine Corbridge	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000470943	Thomas Post	Telecom	Hardware	Telephone		TIR Missed: No	0.10
	Voice/Data/WAN Services	Art Scott	Tax Commission	Low	Closed	TTR Missed: No	0.23
INC000000470977	Colleen Conover	PC/Laptop	Performance	None		TIR Missed: No	0.04
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	5.00
INC000000471018	Catherine Lynch	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471032	Jennifer Tingey	PC/Laptop	Error	None		TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.94
INC000000471082	Dustin Ashcroft	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471115	Mark Kaleta	Application	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471142	Cathy Maez	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471150	Lonnie Holt	EIS Hardware	None	None		TIR Missed: No	0.19
	Help Desk	Julie VanBeekum	Tax Commission	Low	Closed	TTR Missed: No	0.19
INC000000471174	MV Citrix	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471182	Earl Thomas	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471265	Jonathan Wood	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.28
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.76
INC000000471309	Shelley Eastmond	Print/Copy/Scan/Fax	Incident	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471381	MV Farmington	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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Tax Commission

INC000000471385	Amanda Norton	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471390	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471493	Dustin Gleed	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	2.82
INC000000471511	Charlie Roberts	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.33
	Application Services	Paul Lundell	Tax Commission	Low	Closed	TTR Missed: No	0.68
INC000000471687	MV St George	PC/Laptop	Hardware	None		TIR Missed: No	0.03
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.03
INC000000471753	Amanda Norton	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471760	MV Motor Carriers	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471763	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471766	Shannon Sirles	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471779	Roger Barth	Server	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471793	Dianna Wright	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471824	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471826	Stacey Hammond	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471834	Ryan Allen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471841	Leann Tolino	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471939	Jennifer Stanger	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000471976	MV Davis County IM Static	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000472005	Hal Mauchley	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000472018	Hossein Zaryoun	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000472046	MV South Valley	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000472173	Creed Collins	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Closed	TTR Missed: No	0.39
INC000000472182	David Montgomery	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000472188	Ben McAfee	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	2.95
INC000000472211	David P Jensen	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	2.79
INC000000472225	Sherri Fernelius	PC/Laptop	Error	Adobe Reader	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000472265	Bartt Stucki	PC/Laptop	Error	None	TIR Missed: No	0.08
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	2.53
INC000000472267	Joshua Blood	PC/Laptop	Hardware	None	TIR Missed: No	0.07
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	2.61
INC000000472292	MV Provo	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000472320	Heidi Reilly	PC/Laptop	Hardware	None	TIR Missed: No	0.06
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Closed	TTR Missed: No	0.17
INC000000472347	Ryan Tucker	Network	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000472361	Julia Warga	PC/Laptop	Error	None	TIR Missed: No	0.04
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Closed	TTR Missed: No	4.49
INC000000472365	Shelley Brunetti	Application	Password	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000472410	MV Salt Lake City	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000472425	Catherine Lynch	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

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INC000000472437	Heather Gamon	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000472506	MV Provo	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professional	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000472516	Craig Jolley	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.24
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Closed	TTR Missed: No	1.72
INC000000472522	David Mortensen	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000472623	Frank Hales	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000472709	Angela Martinez	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000472750	Lori Geary	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000472833	Jennifer Stanger	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000472840	Alicia Stinson	Application	Error	Microsoft Windows XP Professional	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000473123	Randolph Prawitt	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000473127	Joshua Nielsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000473147	Daniel Palmer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000473150	David P Jensen	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000473152	Elaine Valdez	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000473194	Michele Espina	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000473214	MV Farmington	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000473279	Halalose Wolfgramm	Telecom	Voice Mail	Telephone	TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Closed	TTR Missed: No	0.30

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INC000000473283	Valerie Peterson	Application	Password	Utah Master Directory	TIR Missed: No	0.12
Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	0.12
INC000000473301	MV St George	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473303	Heidi Ellison	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.05
Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	3.36
INC000000473307	Michele Espina	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.03
Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	1.03
INC000000473331	Cindy M Clark	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473360	Dee Talbot	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473365	Valerie Peterson	PC/Laptop	Hardware	None	TIR Missed: No	0.11
Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	1.28
INC000000473369	MV St George	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473414	Christa Johnson	Application	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473429	MV Farmington	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473450	Rexalee Jolley	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.10
Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	0.76
INC000000473491	Jayne Gallo	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.14
Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	1.37
INC000000473504	MV Ogden	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473509	Valerie Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473519	MV St George	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473524	MV Provo	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473607	Doug D Green	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000473614	Shirleen Thompson	PC/Laptop	Error	None		TIR Missed: No	0.07
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.24
INC000000473627	Kimberly Johnson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473634	Brenda Patterson	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473662	Heather Gamon	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473682	Joey Luke	Application	None	Novell GroupWise		TIR Missed: No	0.54
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.57
INC000000473711	Chrysanne Newman	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473715	MV Davis County IM	Static PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473717	Lorna Hawks	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.02
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.66
INC000000473721	Melanie Palmer	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.07
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	1.04
INC000000473728	MV St George	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	
INC000000473798	MV Farmington	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473848	Zane Rasmussen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473854	Kimberly Johnson	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	1.96
INC000000473884	Bruce Timothy	Telecom	Voice Mail	Telephone		TIR Missed: No	0.61
	Voice Operations	Kelly Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.61
INC000000473885	Bruce Timothy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000473894	Halalose Wolfgramm	Telecom	Voice Mail	Telephone		TIR Missed: No	0.43
	Voice Operations	Kelly Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.43
INC000000473942	Julie Alsop	PC/Laptop	Error	Action Request System		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000474007	Craig Jolley	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	0.25
INC000000474015	Taylor Killpack	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000474020	Jackie Bate	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low Closed	TTR Missed: Yes	7.90
INC000000474050	Matthew Duke	PC/Laptop	Error	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000474076	Ann Dillenbeck	Network	Password	None	TIR Missed: No	0.11
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	0.23
INC000000474078	Angelina Carr	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000474081	Deon Loynd	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000474084	MV St George	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000474126	Sandra Herbert	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000474216	Kimberly Johnson	PC/Laptop	Error	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000474220	Monica Fletcher	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000474222	Beverly Beitel	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.12
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low Closed	TTR Missed: No	0.36
INC000000474223	MV Salt Lake City	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000474280	Ryan Wells	Telecom	Hardware	Telephone	TIR Missed: No	0.61
	Voice/Data/WAN Services	Mike Johnson	Tax Commission	Low Closed	TTR Missed: No	0.83
INC000000474317	James H Shaeffer	PC/Laptop	Hardware	None	TIR Missed: No	0.04
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Closed	TTR Missed: No	1.07
INC000000474325	Jackie Bate	Application	Error	None	TIR Missed: No	0.02
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low Closed	TTR Missed: No	4.39
INC000000474370	Taylor Killpack	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.06
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Closed	TTR Missed: No	2.78

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INC000000474416	Monika Wheaton	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000474419	Virpal Kaur Sidhu	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000474462	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000474484	Tiffany Harms	Telecom	Dial Tone	Telephone		TIR Missed: No	0.24
	Voice/Data/WAN Services	Mike Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.55
INC000000474505	Virpal Sidhu	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.25
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.98
INC000000474551	MV Moab	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000474552	Joy Jaspersen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000474553	Lisa Manning	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000474559	MV Heber	None	None	None		TIR Missed: No	0.09
	Network Operations	Brian Chatwin	Tax Commission	Low	Closed	TTR Missed: No	0.25
INC000000474580	Jackie Bate	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	2.02
INC000000474584	Steffani Pace	Network	Performance	None		TIR Missed: No	0.04
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	2.01
INC000000474585	Jackie Bate	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	2.00
INC000000474586	Jackie Bate	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	1.98
INC000000474589	Jackie Bate	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	1.97
INC000000474590	Jackie Bate	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	1.96
INC000000474601	Douglas Hilton	Application	Password	Utah Master Directory		TIR Missed: No	0.20
	Help Desk	James Stearns	Tax Commission	Low	Closed	TTR Missed: No	0.20
INC000000474745	Kimberly Johnson	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000474746	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000474806	Craig Jolley Metro B Desktop Support	Network Wayne Higgs	Password Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000474811	Jim Thompson Metro B Desktop Support	PC/Laptop Ken Bolkcom	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 2.05
INC000000474812	Travis Harvey Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000474814	Shirleen Thompson Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000474825	Kevin Park Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000474831	Taylor Killpack Metro B Desktop Support	PC/Laptop Ken Bolkcom	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.65
INC000000474837	Carolyn Leeper Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000474856	Kerry Chapman Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000474865	Andrea Torres Rural North Desktop Support	None Ruston McKay	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 1.40
INC000000474876	Dan Engh Metro B Desktop Support	Network Wayne Higgs	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.21 0.57
INC000000474881	Cindy M Clark Metro B Desktop Support	Network Wayne Higgs	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.19 0.73
INC000000474892	Dana Johnson Metro B Desktop Support	PC/Laptop Wayne Higgs	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.07 0.83
INC000000474895	Johanna Western Metro B Help Desk	Network Torri Randa	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000474897	Robert Farnes Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000474899	Julie Alsop Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000474907	Ralph Hoggan Metro B Desktop Support	Network Wayne Higgs	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.10 0.42

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INC000000474938	Chrysanne Newman	Network	Error	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000474941	Hossein Zaryoun	Application	Error	Microsoft Access	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000474946	Deon Loynd	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000474956	Randolph Prawitt	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000474963	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000474968	Ben McAfee	Telecom	Voice Mail	Telephone	TIR Missed: No	0.18
	Voice Operations	Gail Christiansen	Tax Commission	Low Closed	TTR Missed: No	0.18
INC000000474980	Mikol Christensen	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000474986	Charlie Roberts	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000474995	Joseph Caldiero	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000475004	Lonnie Holt	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.17
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low Closed	TTR Missed: No	2.26
INC000000475019	Rupinder Singh	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000475099	Doug D Green	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000475107	Doug D Green	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000475129	Kerry Chapman	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000475157	Karen Lingard	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	High Closed	TTR Missed: No	0.00
INC000000475166	Karen Lingard	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000475236	MV St George	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

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INC000000475241	MV St George	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475295	Janet S Taylor	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475306	Doug D Green	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475395	MV Ogden	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475400	Lisa Hansen	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475402	John Newman	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475403	MV Davis County IM Static Network	Incident		None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475426	Heather Jorgensen	Network	Performance	None		TIR Missed: No	0.00
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Closed	TTR Missed: No	2.21
INC000000475500	Ashley LA MARCA	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475502	Doug D Green	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475515	Karen Bryant	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Medium	Closed	TTR Missed: No	0.00
INC000000475520	Robert Patterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475521	Gaylin Ford	PC/Laptop	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475562	Donald Conger	Network	Performance	None		TIR Missed: No	0.21
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	0.84
INC000000475583	MV Davis County IM Static PC/Laptop	Error		Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475585	Derek Bradshaw	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475622	Cindy Morrison	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.08
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Closed	TTR Missed: No	1.79

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INC000000475638	MV Loa	PC/Laptop	Performance	None		TIR Missed: No	0.46
	Network Operations	Brian Chatwin	Tax Commission	Low	Closed	TTR Missed: No	0.64
INC000000475656	Dan Engh	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475669	Christine Robinson	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475751	Melissa Richins	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.13
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	1.62
INC000000475785	MV Brigham City	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475795	MV Farmington	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475805	Carolyn Leeper	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475808	Julia Warga	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475825	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475916	Stephanie Losee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000475953	MV South Valley	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000476078	Chodon Chodon	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000476080	Virpal Sidhu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000476084	Steffani Pace	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000476105	Sherri Wood	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000476113	Valerie Peterson	Network	Performance	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000476118	Angelina Carr	Telecom	Dial Tone	Telephone		TIR Missed: No	0.26
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Closed	TTR Missed: No	0.26

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INC000000476155	Diana O'Brien Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476168	MV South Valley Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476231	Jared Ottesen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476236	Jared Ottesen Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476238	Mike Higley Metro B Help Desk	Application Gavin Barney	Error Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476241	Camille Barber Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476257	Robert Patterson Metro B Desktop Support	Application Michael Barth	Error Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.10 2.51
INC000000476301	Vaun Johnson Application Services	Application Martin Gonzalez	None Tax Commission	Gmail Low	TIR Missed: Yes TTR Missed: No	1.36 1.37
INC000000476316	Julie Jones Metro B Help Desk	Telecom Torri Randa	Dial Tone Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476373	MV Davis County IM Network Operations	Static Network Robert Ryan	Performance Tax Commission	None Low	TIR Missed: Yes TTR Missed: No	1.11 1.46
INC000000476384	Lamar Sayer Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476387	Stacee Dye Metro B Help Desk	Application Gavin Barney	Error Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476535	MV Provo Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476565	MV Richfield Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476595	James Shaw Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476605	MV Salt Lake City Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476621	Jeannie Warren Voice Operations	Telecom Kelly Johnson	Area Code Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.22 0.49

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INC000000476630	Jan Duggar	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000476642	Ashley LaMarca	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000476687	MV Ogden	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000476694	June Hesleph	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000476702	Joy Jaspersen	PC/Laptop	Password	Novell eDirectory	TIR Missed: No	0.14
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low Closed	TTR Missed: No	0.57
INC000000476724	MV Ogden	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000476730	Dwight Rimmasch	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000476732	MV Price	PC/Laptop	Hardware	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000476781	Lynette Goodman	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000476784	Jackie Curtis	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000476792	MV Price	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000476796	Fariba Labib	Application	Error	GenTax	TIR Missed: No	0.16
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low Closed	TTR Missed: No	0.64
INC000000476801	Julia Warga	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000476848	MV Davis County IM	Static Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000476901	Shirleen Thompson	PC/Laptop	Virus	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000476902	Shirleen Thompson	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000476904	Jeanette Sever	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

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INC000000476972	Daniel Rich Metro B Desktop Support	Network Bill Crowther	Performance Tax Commission	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.27
INC000000476977	Priscilla Tidwell Metro B Desktop Support	Network Michael Barth	Performance Tax Commission	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.30
INC000000476980	John Collen Metro B Desktop Support	Network Michael Barth	Performance Tax Commission	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.31
INC000000476982	Earleen Cobb Metro B Desktop Support	Network Michael Barth	Performance Tax Commission	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.35
INC000000476989	Alan Dunlap Rural North Desktop Support	PC/Laptop Ruston McKay	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.36
INC000000476997	John Moody Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476999	Marcus Prawitt Metro B Desktop Support	Network Bill Crowther	Performance Tax Commission	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477006	Christine Robinson Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477027	Elizabeth Benadik Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477063	MV Price Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477099	Carolyn Leeper Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.13 2.62
INC000000477125	Kimberly Jensen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477135	John Collen Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477150	Barry Conover Security	None Sharon Smith	None Tax Commission	None High	Closed	TIR Missed: No TTR Missed: No	0.00 0.62
INC000000477153	Shannon Wright Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477164	Cindy M Clark Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Acrobat Reader Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477172	John Collen Metro B Desktop Support	Network Michael Barth	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.08 2.80

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INC000000477173	Jeanette Sever	Network	Incident	None		TIR Missed: No	0.10
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	3.70
INC000000477178	Jeanette Sever	Network	Incident	None		TIR Missed: No	0.08
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.08
INC000000477179	Doug D Green	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000477182	Cindy M Clark	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000477208	MV St George	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000477229	Ann Dillenbeck	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000477233	Marcus Prawitt	Network	Performance	None		TIR Missed: No	0.02
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	3.08
INC000000477250	MV Park City	Network	Performance	None		TIR Missed: No	0.39
	Network Operations	Robert Ryan	Tax Commission	Low	Closed	TTR Missed: No	0.90
INC000000477255	Denny Lytle	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000477287	Yvonne Vong	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000477311	David Swan	Application	Error	None		TIR Missed: No	0.25
	Security	Bart Grant	Tax Commission	Low	Closed	TTR Missed: No	0.60
INC000000477318	MV Special Services	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000477375	Debbie Berry	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000477479	Doral Vance	PC/Laptop	Hardware	None		TIR Missed: No	0.11
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	0.88
INC000000477488	William Kowalowski	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000477512	MV Provo	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000477567	MV Citrix	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000477627	MV Salt Lake City Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477745	Dan Engh Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477762	MV Ogden Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477778	Sharon Helf Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477848	Lynn Solarczyk Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477899	Cindy M Clark Voice Operations	Telecom Kelly Johnson	None Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.03 0.07
INC000000477900	Kyle Boyer Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477923	Carolyn Leeper Metro B Help Desk	Network Torri Randa	Performance Tax Commission	Novell eDirectory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477934	Cynthia Williams Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478032	Leslee Katayama Metro B Desktop Support	Application Bill Crowther	Error Tax Commission	Microsoft Excel Low	TIR Missed: No TTR Missed: No	0.45 0.45
INC000000478041	Amy Bowles Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478065	Cathy Maez Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478091	Dawn Alumbaugh Metro B Desktop Support	Print/Copy/Scan/Fax Ken Bolkcom	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.37 1.15
INC000000478118	Christena Ohrn Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000478152	Bob Swanson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Acrobat Reader Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478158	Doug D Green Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.23 0.51
INC000000478176	Shelley Eastmond Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000478208	MV St George Metro B Help Desk	Application Gavin Barney	Error Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478209	Brandy Arnoldus Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478293	Lorna Hawks Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478305	Donna Smith Voice/Data/WAN Services	Telecom Mike Johnson	Call/Receive Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.25 0.67
INC000000478307	Lori Geary Voice/Data/WAN Services	Telecom Mike Johnson	None Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.24 0.80
INC000000478318	June Hesleph Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.14 0.14
INC000000478326	Dana Johnson Metro B Help Desk	None Torri Randa	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478329	Heidi Reilly Voice/Data/WAN Services	Telecom Mike Johnson	None Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.19 0.65
INC000000478331	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478335	Dana Johnson Metro B Desktop Support	Application Ken Bolkcom	Error Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.13 1.29
INC000000478346	Alled Bates Metro B Desktop Support	None Sean Chadbourne	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.05 0.26
INC000000478359	JD Heaton Metro B Desktop Support	None Sean Chadbourne	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.06 0.08
INC000000478371	Richard Evans Metro B Desktop Support	None Tyler Pearce	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.20 0.20
INC000000478394	Stephanie Losee Metro B Desktop Support	None Sean Chadbourne	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.03 3.41
INC000000478405	Beverly Beitel Metro B Desktop Support	None Cindy Reed	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.10 0.10
INC000000478414	Siafolau Leiato Metro B Desktop Support	None Sean Chadbourne	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.14 0.14
INC000000478423	Vickie Perry Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000478424	Wendy Gianchetta Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478448	Scott Stevens Metro B Desktop Support	Network Anthony Booyse	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.85 2.38
INC000000478456	Brandon Cowdell Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478483	Robert Ure Metro B Desktop Support	None Ken Bolkcom	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.04 0.26
INC000000478501	Lee Stephens Metro B Desktop Support	None Peter Musser	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.05 0.06
INC000000478510	David Bushman Metro B Desktop Support	None Peter Musser	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000478513	Daniel Rich Metro B Help Desk	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478514	Ralph Hoggan Metro B Desktop Support	None Sean Chadbourne	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000478527	Chrysanne Newman Metro B Desktop Support	None Wayne Higgs	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.88
INC000000478532	Angie Hillas Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478549	Jennifer Hansen Metro B Desktop Support	None Sean Chadbourne	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000478561	Karla Buh Metro B Desktop Support	None Sean Chadbourne	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000478567	Joanne Phillips Metro B Desktop Support	None Cindy Reed	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000478574	MV St George Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000478597	Kerry Chapman Metro B Desktop Support	Application Matthew Blunk	Error Tax Commission	Microsoft Word Low	TIR Missed: No TTR Missed: No	0.00 1.96
INC000000478618	MV Moab Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.01
INC000000478711	Susan Dansie Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000478713	Kameron Kellett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000478746	Chrysanne Newman	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000478868	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000478934	Jeanette Sever	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000478939	Bill McCarthy	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000478954	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000479060	DJ Kruger	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000479111	MV Davis County IM	Static Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000479138	Larry Hatch	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000479152	MV Salt Lake City	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000479213	Dee Talbot	Application	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000479216	MV Farmington	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000479358	MV Logan	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000479379	Karla Buh	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000479408	Amy Bowles	Telecom	Voice Mail	Telephone	TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Closed	TTR Missed: No	0.26
INC000000479434	Paula Vanikiotis	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000479537	Heather Gamon	Application	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

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INC000000479541	Caralyn Streed	Application	Error	None		TIR Missed: No	0.07
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.22
INC000000479693	Elizabeth Benadik	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.14
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	1.91
INC000000479706	Scott W Smith	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000479736	Donald Conger	Network	Performance	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000479745	Alison Imlay	Telecom	Feature	Telephone		TIR Missed: No	0.04
	Voice Operations	Gail Christiansen	Tax Commission	Low	Closed	TTR Missed: No	1.12
INC000000479755	Kerry Chapman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000479757	Charlie Roberts	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000479776	Mark Kaleta	Telecom	Hardware	Telephone		TIR Missed: No	0.13
	Voice/Data/WAN Services	Mike Johnson	Tax Commission	Low	Closed	TTR Missed: No	1.57
INC000000479784	Karla Buh	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000479797	Beverly Beitel	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000479799	Siafolau Leiato	None	None	None		TIR Missed: No	0.03
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	5.47
INC000000479836	MV Provo	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000479883	Nancy Zullo	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000479886	Heidi Ellison	Telecom	Hardware	Telephone		TIR Missed: No	0.24
	Voice/Data/WAN Services	Mike Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.46
INC000000479898	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000479911	Brandon Cowdell	PC/Laptop	Error	None		TIR Missed: No	0.08
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	0.29
INC000000480112	Heather Carlson	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000480123	MV South Valley Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000480125	Ryan Allen Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000480147	MV St George Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000480269	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000480271	Kerry Chapman Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000480476	MV Green River Network Operations	None Brant Davis	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.09 2.82
INC000000480486	Angie Hillas Application Services	Mobile Devices Danielle Hood	Error Tax Commission	iPhone Low	TIR Missed: No TTR Missed: Yes	0.00 8.58
INC000000480498	Jinx Chase Metro B Desktop Support	None Sean Chadbourne	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.95
INC000000480515	Stacey Hammond Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	Proofpoint Email Security Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000480531	Jackie Bate Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.08 0.69
INC000000480536	Carolyn Leeper Metro B Desktop Support	Print/Copy/Scan/Fax Tyler Pearce	Paper Jam Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.16 0.25
INC000000480566	Lamar Sayer Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000480581	Jeffrey Bawden Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000480587	Rod Boogaard Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000480588	Dwight Rimmasch Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000480596	Randolph Prawitt Metro B Help Desk	None Gavin Barney	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000480600	Arthur Brownell Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000480605	MV Provo	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000480608	Jennifer Hansen	PC/Laptop	Virus	Symantec AntiVirus	TIR Missed: No	0.39
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Resolved	TTR Missed: No	1.95
INC000000480738	MV Salt Lake City	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000480746	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000480771	Ron Jacobson	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000480791	Tony Zampedri	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000480793	LaDawn Hamp	None	None	None	TIR Missed: No	0.17
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	0.29
INC000000480879	Cindy M Clark	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.16
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Resolved	TTR Missed: No	0.71
INC000000480896	Terri Chidester	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000480918	Randolph Prawitt	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000480949	Cindy Morrison	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000480968	Kyle Boyer	Application	Error	Microsoft Excel	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000481058	Kimberly Johnson	PC/Laptop	Hardware	None	TIR Missed: No	0.12
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	0.46
INC000000481064	Cathy Maez	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.11
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	1.38
INC000000481148	Sharon Smith	Application	Error	None	TIR Missed: No	0.01
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	0.01
INC000000481156	Sharon Smith	Application	Error	Adobe Reader	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000481180	Carrie Barker	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00

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INC000000481194	Sharon Smith Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000481200	Jamie Hansen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000481219	Victoria Youtsey Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000481264	Brett Crowley Rural South Desktop Support	PC/Laptop Ryan Bennett	Virus Tax Commission	Symantec AntiVirus Low	TIR Missed: No Resolved TTR Missed: No	0.14 0.53
INC000000481297	MV Cedar City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000481408	Marcia Orr Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000481412	Richard Lewis Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000481428	Sharon Smith Operations Production Control	None Cal Brinton	None Tax Commission	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000481434	Denny Lytle Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Acrobat Reader Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000481441	June Hesleph Voice Operations	Telecom Kelly Johnson	Coverage Path Tax Commission	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.46 1.06
INC000000481486	Shannon Sirls Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000481490	MV Farmington Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000481493	Jason Bernards Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell Messenger Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000481508	Sharon Smith Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000481522	MV Price Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Queue Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000481537	Deann Clark Metro B Desktop Support	Print/Copy/Scan/Fax Ken Bolkcom	Incident Tax Commission	None Low	TIR Missed: No Resolved TTR Missed: No	0.03 0.62
INC000000481561	MV Motor Carriers Metro B Desktop Support	Print/Copy/Scan/Fax Ken Bolkcom	Incident Tax Commission	None Medium	TIR Missed: No Resolved TTR Missed: No	0.09 0.68

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INC000000481572	Angela Simmons	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000481576	June Hesleph	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000481595	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000481620	MV Provo	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000481626	Joanne Phillips	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000481637	MV Ogden	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000481640	Jim Clayton	Application	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000481737	Heidi Reilly	Network	None	None	TIR Missed: No	0.68
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	1.74
INC000000481750	John Moody	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000481813	Karalynn Malcolm-Sugden	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000481849	Lonnie Holt	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000481873	Brett Wilding	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000481884	MV Delta	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000481888	Lonnie Holt	PC/Laptop	Hardware	None	TIR Missed: No	0.14
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	0.45
INC000000481904	Frank Hales	None	None	None	TIR Missed: No	0.10
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	0.21
INC000000481938	Brenda Patterson	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000481969	Melinda Middleton	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00

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INC000000481974	Victoria Youtsey	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000481984	MV Salt Lake City	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000481987	MV Motor Carriers	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482002	D'Arcy Dixon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482006	Lamar Sayer	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482019	Brenda Patterson	Application	Error	None		TIR Missed: No	0.25
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	1.04
INC000000482020	Jim McNair	Server	Error	None		TIR Missed: No	0.46
	Metro B Hosting	Paul Engberson	Tax Commission	Low	Resolved	TTR Missed: No	0.46
INC000000482025	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482054	Chrysanne Newman	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482061	Jinx Chase	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482069	Vickie Gritzmacher	Application	Password	None		TIR Missed: No	0.14
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.53
INC000000482115	Alled Bates	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482138	Jason Rhodes	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482163	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.14
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.47
INC000000482168	Francine Corbridge	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482170	MV Salt Lake City	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482180	Doug Smith	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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INC000000482201	Kim Jones	Application	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482277	Ron Smith	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482281	Karen Waller	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.76
INC000000482286	Deann Clark	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.75
INC000000482288	Becky McKenzie	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482294	Kimberly Barber	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482299	Randall Gardner	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482321	Becky McKenzie	Telecom	Hardware	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Resolved	TTR Missed: No	0.38
INC000000482342	MV Provo	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482404	Richard Evans	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482411	Frank Hales	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482414	Gene Petrie	PC/Laptop	Error	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482517	Dean Drew	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482522	Robert Patterson	Network	Incident	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482613	Karla Buh	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482663	Beverly Beitel	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482664	Floyd Bergener	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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INC000000482671	Floyd Bergener	PC/Laptop	Error	Microsoft Office		TIR Missed: No	0.09
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.12
INC000000482702	Vickie Gritzmacher	Application	Password	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Resolved	TTR Missed: No	1.31
INC000000482722	MV Provo	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482773	MV Tooele	Network	Performance	None		TIR Missed: No	0.55
	Network Operations	Dave Bodily	Tax Commission	Low	Resolved	TTR Missed: No	2.05
INC000000482785	MV Salt Lake City	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482803	Heidi Ellison	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482810	MV Farmington	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482850	June Washington	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482860	Julia Warga	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482894	Bryan Jackson	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483009	Beverly Beitel	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.56
INC000000483020	Beverly Beitel	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.10
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: No	0.41
INC000000483031	Brent Barney	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483071	Lynette Goodman	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483085	MV South Valley	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483195	Halalose Wolfgramm	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483197	Angela Simmons	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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INC000000483228	John Manning	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483252	Vera Bullock	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483262	June Washington	PC/Laptop	Error	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483275	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	5.78
INC000000483298	Carolyn Goodwin	Application	Error	None		TIR Missed: No	0.18
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.80
INC000000483348	MV Citrix	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483353	Jeannie Warren	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.03
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.03
INC000000483367	June Hesleph	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483387	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483408	Angela Simmons	Application	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483447	MV Ogden	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483459	John Manning	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483489	Heidi Reilly	Mobile Devices	Error	iPhone		TIR Missed: No	0.03
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.03
INC000000483492	Shelley Robinson	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483495	Earl Thomas	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483540	Craig Sandberg	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000483637	Steve Coleman	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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INC000000483642	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000483644	MV Farmington	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000483651	MV Salt Lake City	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000483709	Mary Ann Burtch	PC/Laptop	Hardware	None	TIR Missed: No	0.09
	Metro B Desktop Support	Wayne Higgs	Tax Commission	Low Resolved	TTR Missed: No	0.25
INC000000483716	MV Farmington	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000483745	Alisha Jerauld	PC/Laptop	Error	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000483771	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000483773	Jennifer Bradbury	Application	Error	Acrobat Reader	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000483800	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000483819	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000483857	Mike Fahey	PC/Laptop	Hardware	None	TIR Missed: No	0.12
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	0.20
INC000000483863	MV Salt Lake City	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000483924	MV Farmington	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000483927	Heidi Reilly	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000484042	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000484045	Dolores Furniss	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000484077	Laurie Gallegos	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.07
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low Resolved	TTR Missed: No	3.90

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INC000000484102	Amy Hill	Telecom	Voice Mail	Telephone	TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Resolved	TTR Missed: No
INC000000484124	Valerie Ashby	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No
INC000000484126	Craig Newton	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Tax Commission	Low	Resolved	TTR Missed: No
INC000000484181	Joseph Caldiero	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No
INC000000484186	MV Farmington	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No
INC000000484264	Sharon Smith	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Tax Commission	Low	Resolved	TTR Missed: No
INC000000484279	Diane Gibson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No
INC000000484281	MV Moab	Network	Performance	None	TIR Missed: No	0.06
	Network Operations	Dave Bodily	Tax Commission	Low	Resolved	TTR Missed: Yes
INC000000484282	Jared Ottesen	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No
INC000000484319	James Wolfe	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No
INC000000484326	Jonathan Steed	PC/Laptop	Error	Novell Messenger	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No
INC000000484333	Gene Petrie	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No
INC000000484360	MV Manti	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No
INC000000484363	Kimberly Johnson	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No
INC000000484375	Catherine Lynch	Application	Password	Utah Master Directory	TIR Missed: No	0.54
	Help Desk	Julie VanBeekum	Tax Commission	Low	Resolved	TTR Missed: No
INC000000484397	Pamela Sperry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No
INC000000484405	Ron Smith	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No

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INC000000484447	Suzanne Covert	Telecom	Hardware	Telephone		TIR Missed: No	0.55
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Resolved	TTR Missed: No	0.61
INC000000484473	Darwin Kocherhans	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000484477	MV Salt Lake City	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000484638	Cindy Morrison	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: No	0.13
INC000000484641	Roger Barth	Server	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000484676	Beth Craig	Server	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000484707	Virpal Kaur Sidhu	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.13
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: No	0.66
INC000000484710	Doral Vance	PC/Laptop	Error	PGP		TIR Missed: No	0.14
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	1.96
INC000000484746	Sandra Herbert	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000484766	James Teton	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000484782	Kevin Park	None	None	Gmail		TIR Missed: No	0.37
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	1.19
INC000000484790	Lezlie McCall	PC/Laptop	Error	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000484804	Marisa Manwaring	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000484826	Michael Waterfall	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000484831	Vera Bullock	PC/Laptop	Error	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000484857	Carolyn Goodwin	Application	Error	None		TIR Missed: No	0.09
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: No	1.19
INC000000484893	MV Park City	Network	Performance	None		TIR Missed: No	0.06
	Network Operations	Dave Bodily	Tax Commission	Low	Resolved	TTR Missed: No	0.93

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INC000000485005	Karen Yakovich	Application	Error	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000485022	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000485029	Stephen Anderson	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000485031	Jenny Johnson	Application	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000485098	Tam Le	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000485136	Michelle Riggs	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000485248	Christine Fratto	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000485254	Sherry Bushnell	Application	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000485258	Virpal Kaur Sidhu	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000485287	Beverly Beitel	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000485361	Robert Farnes	Application	Error	PKZip	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000485405	Shelley Robinson	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000485474	Becky McKenzie	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000485486	Brandon Barlow	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000485545	Jennifer Condie	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000485580	Shelley Robinson	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000485647	Beverly Beitel	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.14
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	0.14

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INC000000485672	Heidi Ashdown	Telecom	Voice Mail	Telephone		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Resolved	TTR Missed: No	1.18
INC000000485689	Scott Stevens	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000485720	Brad Christensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000485737	Nancy Zullo	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000485753	Heidi Ashdown	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000485823	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000485833	Beverly Beitel	Application	Error	None		TIR Missed: No	0.15
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	1.04
INC000000485861	Dan Engh	PC/Laptop	Error	GenTax		TIR Missed: No	0.11
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Resolved	TTR Missed: No	0.42
INC000000485865	Brady Newswander	Telecom	Feature	None		TIR Missed: No	0.12
	Voice Operations	Gail Christiansen	Tax Commission	Low	Resolved	TTR Missed: No	4.56
INC000000485883	Jane Wiseman	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000485889	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000485970	Dean Drew	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.13
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.50
INC000000486026	Lezlie McCall	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000486030	Joanne Phillips	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000486044	MV Motor Carriers	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000486084	MV South Valley	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.20
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	1.04
INC000000486212	Douglas Hilton	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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INC000000486215	Jeff Christiansen	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486220	Gene Petrie	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486302	Janie Memales	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486308	MV Ogden	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486351	Doral Vance	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486380	Tiffany Harms	Network	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486417	Alicia Stinson	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486432	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486499	Kevin Park	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486509	June Hesleph	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486567	Alled Bates	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486616	Christa Johnson	Application	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486618	Tawna Blodgett	Application	Error	Novell Messenger	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486723	Sarah Moller	Application	Error	Visio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486735	Lisa Hansen	Telecom	Voice Mail	Telephone	TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Resolved	TTR Missed: No	1.14
INC000000486800	Karen Lingard	PC/Laptop	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486837	Sonya Pullan	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00

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INC000000486838	Elaine Valdez	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486841	Julie Jones	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.05
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Resolved	TTR Missed: No	0.60
INC000000486877	Nery Coleman	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.14
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Resolved	TTR Missed: No	0.82
INC000000486949	MV Panguitch	Network	Performance	None	TIR Missed: No	0.11
	Network Operations	Robert Ryan	Tax Commission	Low Resolved	TTR Missed: No	0.11
INC000000486955	MV Farmington	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486975	Allison Imlay	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000486995	Karley Butcher	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000487022	Alison Imlay	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000487035	Darwin Kocherhans	PC/Laptop	Performance	None	TIR Missed: No	0.09
	Rural Central Desktop Support	Paul Petersen	Tax Commission	Low Resolved	TTR Missed: No	2.68
INC000000487066	Heidi Payne	PC/Laptop	Performance	None	TIR Missed: No	0.03
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	0.03
INC000000487068	MV Coalville	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000487098	Paula Vanikiotis	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000487113	Sherri Wood	Application	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000487145	Gloria Spriggs	PC/Laptop	Error	None	TIR Missed: No	0.12
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low Resolved	TTR Missed: No	1.36
INC000000487187	MV Farmington	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000487210	Doral Vance	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000487258	Tam Le	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00

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INC000000487320	Virginia Mascarenas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000487328	Cindy M Clark	PC/Laptop	Error	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000487332	MV Green River	None	None	None		TIR Missed: No	0.01
	Network Operations	Dave Bodily	Tax Commission	Low	Resolved	TTR Missed: No	0.01
INC000000487354	Virginia Mascarenas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: No	0.01
INC000000487432	Jennifer Harwood	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000487448	Cindy M Clark	PC/Laptop	Hardware	None		TIR Missed: No	0.06
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: No	0.06
INC000000487491	Rosie Akeripa	PC/Laptop	Hardware	None		TIR Missed: No	0.06
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: No	0.06
INC000000487526	Shelley Robinson	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.09
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Resolved	TTR Missed: No	0.30
INC000000487546	Robin King	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000487656	Darwin Kocherhans	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000487808	Pauline Fisher	PC/Laptop	Error	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000487883	Zenas Herdegen	PC/Laptop	Error	None		TIR Missed: No	0.11
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Resolved	TTR Missed: No	1.99
INC000000487912	Robert Ure	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000487913	Heidi Payne	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000487968	Melanie Palmer	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000487972	Cindy M Clark	Application	Error	Adobe Acrobat		TIR Missed: No	0.10
	Metro B Desktop Support	Wayne Higgs	Tax Commission	Low	Resolved	TTR Missed: No	1.38
INC000000487977	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report March 2012

As of 4/2/2012

Tax Commission

INC000000488083	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000488168	Andrew Rojas	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000488198	Cappi Stamper	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000488262	Shannon Wright	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000488272	MV Farmington	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000488276	Jennifer Harwood	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000488281	Sarah Moller	Application	Error	Microsoft Access 2007	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000488340	Shannon Wright	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000488379	MV Farmington	Print/Copy/Scan/Fax	Error Code	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000488405	MV Farmington	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000488412	MV Salt Lake City	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000488510	Jesse Ackerson	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000488535	Darwin Kocherhans	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000488547	Jann Penney	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000488548	Julia Warga	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000488623	Monte Roberts	Telecom	Voice Mail	Telephone	TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Resolved	TTR Missed: No	0.14